

Rechargeable Repairs Guide



At Platform Housing Group (PHG) we aim to provide an excellent and cost effective repairs service to our Customers.

Most Customers maintain their property to a high standard and help us to keep the inconvenience of needing repairs and repairs visits to a minimum that is why we feel it is unfair for all customers to pay towards other people's neglect or intentional damage of their home.

Where appropriate, we will charge for repairs which have not resulted from fair wear and tear and for occasions where customers have persistently failed to honour the appointments we have agreed with them.

Please remember our repairs operatives and contractors are not responsible for raising charges and they are not authorised to waiver any costs.

What is a rechargeable repair?

As a Customer of PHG, you have the responsibility under your tenancy agreement to undertake repairs which have been caused to your home by damage or neglect, or by visitors who have been invited to your home.

You will normally be recharged for repairs undertaken by the Group in the following circumstances:

- Where the repair is not the result of fair wear and tear and is not the Group's legal responsibility
- When a contractor has attended and it is found that the repair is the responsibility of the Customer



What type of things might I be charged for?

A more detailed list of who is responsible for different type of repairs is provided at the end of this guide.

The most common types of rechargeable repairs we undertake are:

- Accidental damage to windows, doors and internal fixtures or fittings
- Non-accidental breakages of glass where a crime reference number has not been obtained
- Breakages to sanitary ware - baths, wash basins, toilet basins and cisterns
- Floods from washing machines, basins, baths and toilet basins
- Blocked sinks or toilets
- Damage to doors and windows (where board up only would initially be actioned)
- Lost keys
- Removal of items after a Customer has moved out and subsequent cleaning of the property
- Damage caused during the execution of a warrant i.e. Police forced entry
- Overgrown and untidy gardens

The list at the end of this guide provides a useful breakdown of PHG's responsibilities and customers responsibilities.

What if I cannot afford to pay in full?

If you cannot pay for the repair all in one go.

We operate a tariff for the most common rechargeable repairs we undertake a repayment plan over a longer period. Once you have paid for the rechargeable repair in full the job will be raised and repair completed.

As always, you have the option to complete your own repairs that are your responsibility, as long as you use a certified/qualified contractor. We may ask to survey works once completed.

This change does not affect your normal day to day repairs, and you can continue to request those as normal where there are property defects or fair wear and tear. This change only applies to rechargeable repairs where you or a visitor has caused damage or neglect, whether accidentally or intentionally.

Former Customers will be recharged by the Group if expenses are incurred for repairing, clearing or cleaning a property when it has been vacated, including if expense is incurred in redecoration due to the poor decorative order in which the property has been left.

It is advisable that Customers have their own contents insurance to cover any damage caused by them that the Group would deem as rechargeable.

Area of Property	Component	Maintenance Item	Responsibility
Roofing	Roof	Roof structure, roof covering and chimney repairs & Leaks	PHG
	Gutters	Gutter & gully repairs and clearance blockages	PHG
	RWP	Make safe defective rain water goods, soffit and fascia	PHG
External Finishes	Structural	Major structural defects	PHG
	Brickwork	Significant render & brickwork repairs	PHG
	Cladding	External façade including wooden cladding	PHG
	DPC	Failed DPC repairs	PHG
	Dampness	Penetrating dampness repairs	PHG
External Areas	Fencing	Removal of H&S dangers to fencing, privacy panels, gates, gate posts and boundary walls	PHG
		Repair to privacy panels and boundary fencing	PHG
		Repair to dividing fencing, except privacy panel	Customer
		Repair or replacement of communal area fencing, gates, gate posts and boundary walls	PHG
	Paving (General Stock)	Make safe H&S related hazards to paving and tarmac - only responsible for the path leading to the front entrance door, 1 flag wide, and around property to a side or rear entrance door 1 flag wide	PHG
		Repair, replacement or upgrade of paving, tarmac - only responsible for the path leading to the front entrance door, 1 flag wide, and around the property to a side or rear entrance door 1 flag wide	PHG
		Repair, replacement or upgrade of communal area paving, tarmac, turf	PHG - Check with Assets re: lease
	Garages	Repair or replacement of garage, external items inclusive of roof, rain water goods, brickwork, door	PHG
		Repair or replacement of garage internal and ironmongery elements inclusive of door locks and fittings, finishes	If wear & tear PHG, if caused by damage by the customer or visitor - customer
	Bins	Repair or replacement of bins to individual house or flat	Customer
	TV Aerials	Repair or replacement of TV aerials or satellite dishes serving an individual house or flat	Customer
	Washing lines	Repair or replacement of washing lines and rotary dryers to an individual house or flat	Customer

Area of Property	Component	Maintenance Item	Responsibility
External Areas (cont)	Garden	Maintenance of trees, grass, hedges, shrubs	Customer
		Maintenance of trees causing structural damage	PHG
		Removal or control of invasive weeds i.e. Japanese Knotweed	PHG
	Brick Outhouses	Repair or replacement of out-house items inclusive of locks and fittings, windows, doors, finishes	PHG
Timber Sheds	Maintenance of timber sheds or of its removal if no longer required	Customer	
Drainage	Within boundary	Blocked or leaking foul drain, soil stack etc. within property boundary	PHG - Unless this has been caused by damage or neglect by the customer
	Outside boundary	Blocked or leaking shared foul drain outside property boundary	Customer via utility company
External Joinery	Glazing	Board up of broken glazing (this will be carried out by PHG but is rechargeable item)	PHG
		Re-glaze windows if crime reference number provided, if no crime reference provided customer reimburses via recharge	PHG
		Replacement of failed double glazed units	PHG
	Windows & ironmongery	Repair or replacement of window inclusive of frame, external sealant, sash, sill, window board, operating mechanisms, restrictor catch, window handle, casement fastener, repair or replacement of internal sealant, window ironmongery inclusive of locks, replacement keys, casement stay	PHG
		Replacement of window keys if lost	Customer
	Doors & ironmongery	Repair or replacement of external doors inclusive of frame, threshold, weather board, hinges and operating mechanisms such as door handles, multi point locks and suited lock systems	PHG
		Repair or replacement of door locks, replacement of keys, letter plate, number plate, security chain, spy hole and other associated door ironmongery	Customer
		Replacement keys if door is vandalised - customer MUST report with a CRIME No from Police	PHG
	Fire doors - external and internal i.e. Kitchen	Repairs or replacement of fire doors inclusive of fittings and fixtures that provide fire protection i.e. letter box, spy hole, emergency latch, spring door closer, single push bar, overhead door closer, intumescent fire strip and smoke seals	PHG

Area of Property	Component	Maintenance Item	Responsibility
Communal Areas	Lifts	Lift breakdown repairs	PHG
	Door entry	Repair or replacement of door entry equipment	PHG
	Security lighting	Repair or replacement of communal security lighting	PHG
	General lighting	Repair of general lighting appliances	PHG
	AOV	Automatic opening vents	PHG
	Fire alarm	Repair and replacement of fire alarm equipment	PHG
	Fire fighting	Repair or replacement of firefighting equipment i.e. extinguishers	PHG
	CCTV	Repair or replacement of CCTV equipment	PHG
	TV aerial	Repair or replacement of communal TV aerials	PHG
	Gates barriers	Repair or replacement of gates and barriers	PHG
	Laundry equipment	Repair or replacement of laundry equipment	PHG
	White goods	Repair or replacement of white goods	PHG
	Communal Kitchen	Repair or fitting of cookers and cooker connections such as bayonet fittings	PHG
	Warden call system	Repair or replacement of warden call systems	PHG
	Pest control	Removal/destruction of mice, rats and other vermin in communal areas	PHG
	W.C. Repairs	Repair or replacement of W.C. including seat	PHG
General repairs	Repair or replacement of general maintenance items	PHG	
Asbestos	Assessment and removal of asbestos containing materials	PHG	
Water	Water supply	Loss of water supply	PHG
	Leaks	Leaks to water pipes and water tanks	PHG

Area of Property	Component	Maintenance Item	Responsibility
Gas & Heating	Gas leak	Gas leak	PHG
	Pipework leaks	Leaks to heating pipes and radiators	PHG
	Flues	Blocked flues - boiler, fire	PHG
	Boilers/ fires	Repairs to heating appliances - boiler, electric fire, storage heaters	PHG
	Radiators	Bleeding of radiators	Customer
	Cookers	Repair or fitting of cookers and cooker connections such as bayonet fittings	Customer
	Meter cupboards	Internal meter cupboards i.e. located in Customer hallway	PHG
		Communal area meter cupboards including lock (cupboard to be fire compliant)	PHG
External meter cupboards servicing individual tenancy (cupboard lock tenants responsibility)		PHG	
Electrics	Power supply	Unsafe electrical power supply or fittings e.g. unsafe wiring, sockets, light fittings, extractor fans	PHG
	Sockets	Repair or replacement of laundry equipment	PHG
	Light fittings	Repair of essential electrical items - consumer units, sockets, light fittings, starter motors, extractor fans, TV sockets	PHG
	Light bulbs	Replacement of light bulbs - general need properties	Customer
		Replacement of light bulbs - Older persons schemes	PHG
	Doorbells	If hard wired and fitted by PHG (mainly newbuild)	PHG
		If battery operated or fitted by a previous Customer	Customer
	Security & alarms	Repair or replacement of security lights, burglar alarms or other security devices	Customer

Area of Property	Component	Maintenance Item	Responsibility
Smoke/CO Alarms	Mains detectors	Repair or replacement of mains-operated interlinked smoke detectors	PHG
	Battery detectors	Repair or replacement of battery operated smoke detectors	PHG is responsible for the replacement of faulty or damaged detectors, Customer is responsible for replacing the batteries in the detectors
	CO detector	Repair or replacement of CO detectors where solid fuel appliances are present	PHG
		Repair or replacement of CO detectors where solid fuel appliances are not present	PHG
Sanitation	Leaks to items	Leaks to basins, sinks, baths, showers and toilets, and associated internal pipework	PHG
	Repairs to items	Repair or replacement of basins, sinks, baths, showers and toilets	PHG
	Blocked W.C.	Blocked W.C.(unless caused by misuse)	PHG
	Blocked sink etc.	Blocked basins, sinks, baths, showers and level access shower wet room gullies	Customer
	Taps	Repair or replacement of taps and tap washers	PHG
	Plug, tap washer	Replacement of plug, chain, bath panel	Customer
	Showers	Repair or replacement of shower inclusive of riser rail, shower head (not including curtain) were shower is primary form of bathing facility i.e. there is no bath in property	PHG
		Repair or replacement of shower inclusive of curtain, riser rail, shower head were shower is not primary form of bathing facility i.e. there is a bath in property	PHG
		Repair or replacement of level access shower wet room non slip flooring	PHG
	W.C. Seats	Repair or replacement of W.C. seat - general needs	Customer
		Repair or replacement of communal W.C. seat	PHG
		Replacement of W.C. seat - Older Persons Schemes	PHG

Area of Property	Component	Maintenance Item	Responsibility
Internal Finishes	Plasterwork	Major wall and ceiling plaster work defects i.e. scratch coat repairs, holes greater than 1cm, cracks greater than 5mm wide	PHG
		Minor wall and ceiling plaster work suitable for filling with pollyfiller	Customer
	Tiling	Repair or replace wall and floor tiling finishes inclusive of bathroom and kitchen splash back tiles	If through wear & tear PHG, if through damaged caused by Customer or visitor - Customer
	DPM	Repair or replacement of floor damp-proof membrane and associated concrete repairs	PHG
	Flooring	PHG Install floor coverings in Kitchens, Bathroom, and WC ONLY During planned works - these we will repair for fair wear & Tear Customer must have contents insurance to cover in case of Damage done by any workman, whilst accessing a repair. A disclaimer will be asked to be signed before work commences	PHG
		Other floor coverings - customers own responsibility	Customer
	Kitchen Appliances	Communal kitchen appliances. Repair or fitting of cookers and cooker connections	PHG
		General Kitchen appliances	Customer
		Market/Intermediate Rent appliances if provided i.e. cookers etc. Repairs or fitting of cookers and cooker connections	PHG
	Flooring	Repair or replace communal floor finishes	PHG
	Condensation	Customer is responsible for managing condensation in their home - please send attached leaflet	Customer
		Appropriate cleaning materials should be used on small areas of black mould on sealant etc.	Customer
		A spread of black spot mould on walls and ceilings may require an inspection/treatment by PHG, and education on condensation management	PHG
Decoration	Painting and decoration (General Needs)	Customer	

Area of Property	Component	Maintenance Item	Responsibility
Internal Joinery	Kitchen units	Cupboard doors/drawers that become loose due to fair wear and tear	Customer
		Other repairs - broken drawer/damaged cupboard doors - maybe recharged	PHG/Recharge
		Repair or replacement of kitchen sinks and taps	PHG
	Doors	Make safe H&S related internal door repairs	PHG
		Repair or replacement of internal doors and door ironmongery	PHG - Where caused by fair wear & tear. Where caused by damage or neglect - Customer
		Door changes to accommodate carpets including re-fixing of any draught excluders	Customer
	Door frames	Repair or replacement of internal door frames	PHG
	Curtain rails	Repair or replacement of curtain pole, rail or track replacement	Customer
	Handrails	Repair of H&S hazards to handrails, balusters, newel post, stair tread	PHG
	Skirting	Repair or replacement of skirting	PHG
	Stairs	Repair or replacement of stair treads, risers and nosing's	PHG
Flooring	Make safe H&S related timber flooring repairs	PHG	
	Repair or replacement of timber flooring i.e. floor boards	PHG	
Vermin & Infestations	Vermin	Removal of mice, rats and other vermin in communal areas	PHG
		Removal of mice, rats and other vermin in non-communal areas	Customer
Adaptations	Minor adapts	Minor repair and replacement adaptations < £1,000	PHG
	Major adapts	Major repair and new adaptations > £1,000	PHG
Cleaning	Void Clean	Small environmental clean if former tenant not carried out	Former Customer
	Void Clean	Large environmental clean if former tenant not carried out	Former Customer
Upgrades		Upgrading of new or additional components outside of PHG replacement timescales or to a higher specification than standard	Customer